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## COMMENTS ON DDOT SERVICES

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- City Government can do better than it's doing. For example, when the snowplows are removing the snow from City streets, it would be good if the snow was not left blocking the driveways, so that residents could move their cars without having to shovel snow blocking their driveways before going to work. Also, bus service is poor during the winter months.
- I used to ride my bike around until my neighbors told me I shouldn't. I've called the police a few times about rowdy kids in my neighborhood with no response. The buses in our area are driven by inconsiderate drivers, who have cut right in front of me on several occasions. I think the City has one of the fastest responding fire departments.
- I don't go downtown much, except for the Tigers and Wings games, and some concerts. The City itself doesn't have much to offer white people. I'd like more stop signs in my neighborhood and better traffic behavior around the schools. People speed and the bus drivers are the worst with very little consideration and courtesy. I drove through my neighborhood when school was letting out and I was verbally attacked and my car was kicked because all I wanted to do was pass by and get home. I'll never go through that area again during school hours.
- Some City problems include buildings that are falling down, poor bus service (you can't depend on the printed schedules), and trees that need to be cut down.
- We need better bus service. The Chene and Grand River bus lines provide terrible service. Also, the Cadillac Square ticket information office provides poor service.
- Detroit would be a wonderful place to live, if buses came on time and the parks were clean and we had some streetlights.
- I'm about to move to a new neighborhood, which will change a lot of things about my neighborhood. The Wayne State/ Northern Cass corridor area has a lot going for it. My biggest complaint is that Detroit needs more walkable communities. Parks help this, but transportation and small businesses are really the key. The buses aren't reliable enough even though one-third to one-half of the people in the City of Detroit don't have cars. Thanks for the survey.
- Please, someone read this. I love this City! I have traveled extensively (worldwide), and here are several things I think would help. 1. The racial make-up of police should reflect the make-up of the City – there are too many “cowboys” on the force. 2. All officers should be Detroit residents and graduates of Detroit high schools. 3. All officers should have mandatory and ongoing police athletic league participation, and not just once or twice during their careers. 4. City Council should adopt laws that make it impossible to own abandoned buildings. Use it or lose it – check Berlin, Germany for reference. 5. The City should donate more monies to culture – look at what “Detroit Techno” and the D.E.M.F did for the City. The Heidelberg Project and that sorry Motown Museum need help. Be open to these people and their ideas. 6. The City must develop mass transportation such as subways, monorails, train, etc. How can this be a world-class city without a developed downtown and when a suburbanite from Novi can get downtown to a Tiger game faster than a citizen from Seven Mile and Livernois? Be for real! 7. What is going on with City athletic programs? Northwestern High School has some of the best players in the State, but the kids can't find the ball in the outfield because the grass is too high, or field a ground ball properly because the infield is as hard as concrete. Consequently, the pro scouts haven't gone down there since the white flight. Our kids lose again. When are we gonna get it together?

- There are too many buses (mostly empty or with no more than six people on them) on Evergreen. I wrote a letter in the past and got no answer. Smaller buses would be more beneficial. Please review and do something. Also, the day after regular trash pickup, our area looks trashy. Tickets should be given. I've attached my name and address if you wish to respond to my concerns.
- Bulk pickups should be twice a month. There needs to be better lighting in the neighborhoods. City-owned lots should be cut every two weeks. Detroit needs massive public transportation. Storeowners should be ticketed for litter around their property as this makes neighborhoods unattractive.
- The bus service is not too good. It can be a little better.
- A "poor" answer choice was needed on the survey form. Some City services are done, but done poorly. Streetlights cannot be maintained because hoodlums break them on a regular basis. Why are some streetlights so much brighter (casting more light) than the ones in the neighborhood? The attitudes of some of the lady bus drivers needs improvement. I have noticed that they will pass you up in a heartbeat, acting as though where you are standing is not a regular stop. Can a team be assigned to put the signs back up so that there is no excuse? I needed an entire page for comments.
- Residential and city roads and curbs need to be replaced, including widening for parking on double lane access roads, such as Fenkle and Evergreen. Roads with gaping potholes need to be repaved, not just patched. Salt and the snow plows without guards compound the situation. We need to do something different. Lights need to be timed a lot better to increase traffic flow. Signs are missing and there are many unmarked intersections. The community would be willing to help I'm sure, if assistance was provided. Buses need to be more dependable and the times clearly marked, such as at fifteen minute intervals. Maybe a metro, or another system, should be considered to link the suburbs to the City. We need more trashcans everywhere. Parks need better grass cutting and upkeep. We don't need more traffic tickets, we need better police training. Belle Isle has a rare animal on it found nowhere else in the world. Belle Isle should be declared a National Preserve. Throwing money at problems won't help. Money is already wasted and I'm sure misappropriated or stolen via incompetent contractors. My answer is competition and community awareness. Detroit has much potential but the problems, I assure you, are very deep and will not be easily solved. Problem solving can and must take the social and cultural needs of the community into consideration.
- The DOT has to be better, please! Police need to realize that everyone is not doing anything wrong or wanting to hurt them so they need to ease up. Since there's a lot of vacant houses in our City give them to the families who need them, like me, and not to the greedy who exploit the poor. I'm paying almost \$500 for a shack and the City just tore down a house which was better than the one I am renting.
- We need better public transportation.

- I don't mean to be so negative about so many areas of your survey, but your descriptive words didn't fit some situations. Overall, I generally feel safe but I'm always looking over my shoulder. City services vary from area to area with some better and some worse. Problems include vacant buildings, poor roads, unmowed vacant lots, poor bus service, trash and litter on the streets, poor lighting, and safety because I have been a victim of crime (e.g., theft) 8 to 10 times. Fire trucks respond quickly to my home but I hear about poor equipment and response in other areas of the City. In terms of police response, it appears that because they're short staffed they have to make decisions about what to respond to, which doesn't always coincide with my concerns or those of the public.
- My deepest concern is the number of abandoned houses in Detroit, which can be havens for drug addicts and child predators. Also, this City should have a better transit system. More citizens would use it, if the waiting time between buses was shortened.
- I note the following City problems: 1) Public lavatory services are very, very bad. 2) There are no shelters at bus stops which is very bad. 3) Bus transportation is very bad. 4) There is a lack of a shopping mall in the City of Detroit. 5) There are potholes everywhere. 6) Odors and overall cleanliness are horrible. 7) There is price gouging, with gas, lights, water, and food.
- I love the City of Detroit. I have been here all of my life. I am proud of our City. I think some changes in public transportation, police response and crime prevention programs would make our City better. I am willing to help in these endeavors.
- The DOT bus service is very poor. We do not have enough "good condition" running buses. Also, we need security on the DOT buses 24 hours a day. The City has some very crooked and rotten police officers that need to be removed from the force. Bulk day and demolition day should be everyday to keep our City safe and clean and possibly rid the City of rodents.
- Roadkill is not picked up in a timely manner. I rode the bus to the State Plaza Building on the Fort Street bus, and it was such a bumpy ride. The street is in poor condition and the bus wasn't much better. The street that leads to Mark Twain School is in dire need of repair. Streetlights are out more than they are on. We need the lighting system that Lincoln Park has. Those are very bright lights in Lincoln Park.
- I have waited an hour and a half many times for a bus. What happened to the bus shelters? Last winter I saw school children wait two hours for a bus. If we could depend on the buses, more people would ride. I spend a lot of money on cabs after waiting over 40 minutes. When snow is removed, all intersections should be cleared, so people can cross the streets and not walk in traffic.
- There is very poor bus service, poor trash pickup services, good activity on Belle Isle, and poor police community relations.
- I ride the bus everyday. There is no reason why it should take me two hours to get home, when it normally only takes one hour to get to work. It's not heavy traffic either. The buses come when they want and either drive too slow or too fast. Sometimes they don't go to the designated bus stops. I also leave at 5:00 a.m. This morning when I left, there were no streetlights. Please do something about the timing of the buses. People work all different hours and also go to church on Sundays. I'm not down on the City, but I know it needs help. My son is a firefighter, so I know more bad than good. Thank you.

- How do you get the police to enforce ordinances? You never see them patrolling the neighborhoods. People fix cars in front of your house, and when you call the police to complain they tell you it's a public street. Bus drivers are not courteous and many of them don't even know how to respond to a "good morning". Although not all police are corrupt, they need improvement. Bus drivers need to go to an etiquette school. The best bus drivers are the one's that have retired, with the exception of those on the front line.
- The following lists some of the City's problems: 1. Conditions of streets are deplorable. 2. The infrastructure is obsolete. 3. There are no shopping districts. 4. There is a lack of representation. 5. Residents are over taxed. 6. The City needs more streetlights. 7. There are too many abandoned homes. 8. Too many fire hydrants don't work. 9. Much of the fire equipment is old. 10. The parks are full of dope. 11. Buses don't run on time and are dirty. 12. There are no covered bus shelters. 13. Although E.M.S. personnel are well trained, there are not enough units. 14. The Fire Department is well trained, but there are too few firefighters. 15. The Police Department is wasted. 16. City information is too hard to access.
- There is no transportation for semi-disabled persons in the area who want to go to some parks, classes, and centers. Does the City provide any service to pick you up from your home?
- We need better bus service on Sundays and more equipment for parks.
- The DOT's bus service needs to be drastically improved.
- In regard to bus service, I did ride the Detroit bus for years to and from work, until I bought a car. I love Detroit, however, its present state saddens me. Drugs, abandoned houses, vacant lots, etc. have caused our hard trying families to move out. It's hard staying here.
- As a City of Detroit employee (DOT bus driver), I see a great need for all City services to be improved. I am tired of looking at dirty streets, dead animals, and abandoned buildings throughout the City. I would like to see transit police on buses day and night. Several DOT buses are roach infested and dirty. Several City streets are in need of repair desperately, especially Fort Street and Michigan Avenue.
- As a retired Detroit police officer with over 32 years of service, my views are slanted from a law enforcement outlook. I rode the DOT buses in the past, both in uniform and in plain clothes. Once, I was assaulted and other times I had to endure insults from the passengers. So, I make it a point to stay off the bus. I do not attend any City functions or recreational programs because I learned long ago that I wasn't wanted, and when my four children were assaulted and driven from a building, and had to walk home after their bikes were stolen.
- The parks and bus service need improvement. After storms, the power outage experience of the City is bad.
- I'm truly disappointed in the City of Detroit and it's lack of services. I was totally dependent on public transportation for two years and it was a nightmare. Your employees are so lax in attitude and performance that they don't bother to respond to complaints. My neighborhood is like Beirut.

- I'm not pleased with the streetlighting, the parks, or the bus service. I don't like the condition of the downtown area, especially Woodward Avenue. It looks like a rundown slum. I don't like downtown parking, either. Detroit has a tremendous amount of improvements to make.
- I have answered the survey. I don't ride the bus and I don't go out at night alone. I like my neighborhood. I am willing to help in May 2002.
- Toilets on Belle Isle should be cleaned more often. At the end of a weekend afternoon they are despicable. What happens to the casino money? I would ride the buses if they ran more often. I called the Fire Department to get a fire engine at a children's picnic six weeks in advance, but it never came and no one called to say why.
- I feel the bus transportation is the worst I have ever seen. You have to have a car to get around and make appointments. I have to leave 1-1/2 hours early to get to work, and pay more money to a babysitter. Instead of taking 8 hours of my time, it takes 11 hours. When I was going to work and school, I would spend 5 hours traveling, if I even made my connections. I had to have a car because the transportation is so hideous. I did all my studying on the bus.
- If you look at question #9 of the survey, most of my answers are no. Bus fare is \$1.25, plus 25 cents for a transfer. You have to wait from 45 minutes to one hour, which I think is too long to wait for a bus.
- Buses on Chicago Street are very slow, seven days a week. Lighting on Chicago from Wyoming to Meyers isn't working. The Meyers Road streetlights stay off more than on. The Farm-a-Lot program never returns calls to answer questions about garden soil, seeds, and plants. When will the work, which has been going on for the last two years, be done at the Northwest Activity Center?
- Bus schedules for DOT are terrible. I feel sorry for the people that are in wheelchairs. The lift should work on every bus. I have heard bus drivers too often say, "you will have to wait for the next bus because my lift doesn't work".
- Bus drivers have bad attitudes, especially when I am trying to get to work. It's really hard for me to say anything nice about Detroit, considering I brought my children here and they got killed in a hit-and-run incident. This accident was because of poor street lighting and the traffic signals not working properly.
- The City of Detroit is in dire need of a rail system. They also need to improve the bus system by increasing the number of buses, and by decreasing the time between bus stops. The Public Lighting Department should increase the number of streetlights on major and residential streets, as well as in the alleys to the level of Chicago, Illinois. We also need to have snow removed from every street starting at four to five inches, as well as salt applied to the streets.
- Belle Isle is very safe during the day, but is very unsafe at night. I would like to ride the buses but the schedules are insufficient and not followed, plus I feel unsafe on city buses. Keeping the streets in the downtown area and the Casino areas clean is not enough. The rest of the City is trashed and is horrible. Regarding drug usage in the City, just saying "No" is not enough, and it doesn't work. We need better after school activities, better day care, more stimulating education and most of all better legitimate work and career opportunities for our youth.

- I have a suggestion, and it is to install ramps or bus loading platforms in order to facilitate getting on and off buses. These ramps should be heated to melt ice and snow. This would help keep buses running on schedule. Also, decrease pick pocketing which occurs when people are all around the door of the bus waiting to get on.
- I rode DOT buses for most of my life and I got to know all my bus drivers. They would look for me no matter whether I was going to school or work. You should pat them on the back for the job they do.
- Detroit needs to be a part of a Regional Transit Authority which would operate a multi-model metro public transit system to include rapid transit, improved feeder buses and community transit vehicles. We need better drug enforcement in our neighborhoods. Most city buses in our area pollute the air, a result of poor maintenance. Also, more personnel are needed for maintenance of city parks, trimming trees, etc. Thank you for what you are doing, but let's put more dollars into City services.
- If you would enforce all the small things on the books like keeping commercial property up, no littering, no loitering, and no parking on main streets when it is posted. Provide longer times at the parking meters for people to park downtown. Have you ever gone in to the Secretary of State office in just thirty minutes? Bus tickets for students should come back. You are stealing from the poor. Fix Seven Mile road all the way west, not just by I-94. I've grown to hate Detroit and the way it looks. But, you know, you just don't care.
- I live in a senior citizen building near Wayne State University, and it is fairly safe here. However, we have a lot of car thefts from our parking lot. Bus service is slow all over the city and is very poor on the weekends. Metro-lift is hard to reach by phone. I grew up in Detroit when the downtown area was beautiful and Belle Isle was breathtaking. It was for families and friends to meet. It makes me sad that Detroit is no longer the safe and beautiful city I grew up in. Now, at age sixty-nine, I can't volunteer, but I do remember the good old days. I love to talk about Detroit. Thank You.
- As someone who has lived in the suburbs, moved to the City of Detroit, and is now moving back to the suburbs, I have seen differences. I have also seen how other major downtown areas deal with public transportation, namely Chicago. I know things will not change, but many areas need changing. In my first month living in the City, my car was stolen and vandalized. Ambulance technicians are over worked and under paid in a pseudo military managed medical system that breeds the "not my job" outlook. Police officers make a very poor wage for what they deal with everyday.
- I almost lost my job riding DOT buses to work because they were so unreliable. Burglary and breaking into cars are no longer crimes in the City of Detroit, as there is no police response.
- The City of Detroit is a nice place to live in. I work in the downtown area and have lived there for fifteen years. It is a shame when people come to visit that I have nowhere to take them except to Greektown, which I consider a tourist attraction. Also there are no reasonably priced eateries for lunch or dinner. As for public transportation in the winter, "I wouldn't wish it on my enemies".
- I am sixty-four years old and I do not go to the parks or ride the buses. I feel very safe in my neighborhood during the day and most of the time at night. We need brighter and more streetlights and hope we can get them.

- The reliability of the bus service is terrible, and is even worse when it gets cold outside. The buses are very crowded and uncomfortable, especially with school children. As for Police and EMS service, I find them very degrading, as when I called, they never showed up. Thank you for letting me voice my opinion. God bless everyone.
- I would suggest the following: 1). Clean I-94 from Moross to Michigan Avenue, which is the only freeway that is very dirty. 2). Abandoned vehicles on any street should be towed within two to three days. 3). Bulk rubbish should be removed immediately or issue a violation to the owner of the property. It's really an eyesore and yucky, and there is nothing like it in the suburbs. 4). Streetlights should be replaced regularly to deter crime. 5). Mow grass in the city parks regularly. 6). Do not increase property taxes every year. 7). City cars should not be used on personal business, like shopping or picking up Blockbuster movies. 8). Properly schedule the DOT bus runs. Please be aware that a lot of DOT buses park on Moross Street near St. John Hospital. Curtail bus schedules when no riders are on the route.
- Our streets do not look clean, our alleys are not clean, and we don't have heavy equipment to begin to clean the alleys. Our neighborhood has animals such as possums and ground hogs roaming in our yards. The DOT buses are always late which results in my children being late for school two to three times a week. We also have a dull streetlight on our block. 911 service is very poor, police response is poor and detective work is unsatisfactory. Our police headquarters needs updating with computers and finger print matching machines, and we need new schools and recreation centers like they have in the suburbs.
- The safety factor for residents of Detroit could be improved upon. I don't like walking alone on streets in Detroit in either the daytime or at nighttime. One must be careful and watchful of both people and unattended dogs. Improvement has been noted in the cleaning and removing of debris from vacant lots. Improvement is needed in police responding to crime. I frequently drive by Belle Isle and from a distance, it appears to be kept up. However, I have not set foot there for a long time. I seldom visit a recreation center, therefore, I cannot offer any comments. The services of the Department of Transportation in Detroit needs considerable improvement as last year I waited one and a half hours for a bus in the wintertime. I refrain from taking DOT buses on Sundays due to the poor service. It is a good thing that senior citizens can ride DOT buses free. Overall, the quality of the various services rendered by the city of Detroit is good.
- The buses that run down Evergreen and Plymouth roads are slow. I think there should be a bus running down Burt Road.
- The bus service is very bad. You really need to get it together. The handicapped people sit out in the snow waiting for their bus and are helpless because of lazy drivers and broken wheel chair lifts. It's disgusting and a disgrace the way they are treated. We need more homeless shelters. It breaks my heart to see these individuals living on the street in any kind of weather. After all we do to help others, why can't we help our own people.
- Drugs and prostitution in the neighborhood are bad, police don't patrol the street everyday, streetlight service stinks, there is drug dealing and prostitution on every other corner. This occurs every morning and all day and night. Then you stand outside all day waiting in the dark for a bus that never shows. So, then not only are you scared, but you're late for work or school. If you want to know more, stand out there yourself.

- I am a DOT driver and I don't rely on public transportation. At one time I did, but service was cut which put me in a bind. Since then, I have not put myself in a situation where I had to depend on public transportation to get anywhere. As far as streetlights are concerned, I can understand the need to cut energy costs, but why can't they turn off every other streetlight, instead of an entire area?
- We cannot continue to live in a city that has tremendous transportation problems and horrible street maintenance.
- We need a rapid transit system. We need stores to return to downtown Detroit. The last decent one was Silvers on Fort Street. We need people to be reminded that each one must do their part to keep their area attractive.
- I work for the Detroit Water & Sewerage Department. The traffic lights in my neighborhood are good, but two of them on Jefferson Avenue near the wastewater plant were "ajar" for a time. It was hard to tell in which direction which lane had to stop or which one could go. I made many calls on this problem and I hope they're fixed now. I haven't had to deal with the Detroit police in any capacity, and this could be a good thing, meaning I haven't had any break-ins, theft, vandalism, etc. Also, I'm satisfied with the security at the wastewater plant. I haven't been to any City parks lately. My experience with them is they tend to have more trash than the Metroparks. I use the city bus system as a backup if my car isn't working. I've had problems in that SMART and DOT buses don't necessarily pick me up at an opposite-system bus signs. My experience in riding the bus system is convenient as it can be.
- I am a handicapped person and services for me are very bad, especially transportation.
- I hope the crime rate can decrease in the City of Detroit. Also, let the bus service improve on certain lines. Let the homeless and the poor have plenty of food and shelter.
- I do not use DOT transportation.
- I know people that ride the bus and their complaints are still the same problems. We need more recreation centers. Have you ever heard of "adopt a freeway"?
- The streetlights are not bright enough. We need free transportation cards for seniors to use in getting to and from doctor's offices in the suburbs. Garbage cans and rubbish should not be put out until the day before pick up, especially garbage cans overloaded with the lid propped open. There should be an enforced penalty of say \$10.00 for non-compliance.
- DOT bus service needs improvement. The buses are running too slow after 12:00 noon and between 2:00 p.m. until 10:00 p.m. The grass in vacant lots need to be cut more often and trees need to be trimmed or cut down. There is a tree across the street from me that needs to be cut down because it is falling. A lot of vacant houses need to be torn down or boarded up so they are not a danger to school kids. Also, a lot of side streets need repair because there are potholes. I cannot do any volunteer work at this time, as I have a handicapped child to take care of.



- The police need to focus more on neighborhood issues and responding to neighborhood concerns. Far too many buildings are torn down because the City refuses to deal promptly and effectively with irresponsible property owners. The state of the City's schools is a major reason families leave or do not move into the City. There needs to be a major overhaul of the structure and running of the schools. Older school buildings are not maintained and new ones are poorly designed and built. I am aghast that certain individuals are still employed by the Public Lighting Department. The department is unresponsive to citizen complaints and horribly run. The city needs a plan for replacing and/or upgrading streetlights and maintaining them. Underground wiring should be used for all replacement of wiring. We will look like a third world country with the overhead wiring the department is currently proposing. The city must develop a regional transportation system like other major urban areas. It must be clean, reliable, safe and easy to use.
- I have not used DOT transportation in many years, but when I did the service was bad in regards to the length of time waiting for a bus along with the cleanliness of the buses. City streetlights have gone down in quality, and most of the time the streetlights are not functioning. Also, in the summer the grass is allowed to grow too long before cutting. This is a problem on the street corners because it blocks the view of oncoming traffic, and of course, looks pretty bad.
- There are no recreation centers in my neighborhood. I am paying tax dollars for City services along with the housing care at correctional facilities. Let them clean the parks and the vacant lots. The buses should be monitored regularly by security and the buses should have direct distress communication with the police and fire departments. They should also have some sort of emergency siren and/or flashing lights to warn authorities in case of danger or trouble.
- What is going on in the Water and Public Lighting Departments? They are understaffed and their wages are not competitive with the private sector, training is almost nil, and the use of private contractors is overwhelming. How many millions of dollars has been spent on private contractors? The Public Lighting Department is working with drawings that are still on linen, and changes have to be inked in. The Water Department needs youth on the crews that repair the leaks. The trolleys should have been left in for public transportation, but I guess General Motors (GM) had enough pull to have them removed. I understand trolley number one is still doing well in Mexico. The people mover is fun, but an overhead monorail would do more for moving people. This would be easy to construct and efficient to run. However, all things take time and that is if GM will let you. Why can't the DOT bus system be as efficient as SEMTA? How many tree trimmers do we have? I think it is only two. City employees get a pay decrease every time parking goes up. Snow removal is a joke. I understand though – it's business as usual in a world-class city.
- I have traveled to many other major cities and have used their public transportation, and ours is the worst.
- The DOT bus system needs major renovations and/or improvements. Morning service is better than afternoon or evening, but Saturday service is worse. Sunday is probably worse, but I do not use it. Why did we go from over 1,200 buses 20 years ago, to less than 400 now? This makes no sense. I am epileptic and cannot drive so I must use the bus system.

- I am sorry for saying this, but I feel bad when little kids are left alone on buses. Nowadays people don't know who could jump onto a bus and take off. We also need more help with animals as I'm sick and tired of hearing about people abusing them. Police officers should come as soon as they get a call. Thank you.
- In the wintertime the buses need to be serviced more because they tend to break down more. Last year, I stood waiting two hours to get to work. Thank you.
- I can't speak of the DOT and/or SMART bus systems because I don't ride the bus.